Q.1. List type of computers with an example each. Explain features of Fidelio as a PMS.  

(10)

Q.2. Discuss the guest cycle keeping in mind the accounting fundamentals.  

(10)

OR

Draw and explain the formats of:
(a) T form cash book  
(b) Cash book  
(c) Petty cash disbursement  
(d) Allowance voucher  

(4x2 ½ =10)

Q.3. Discuss the methods by which cash and credit can be controlled in hotel operations.  

OR

Explain Visitors tabular ledger with the help of a format.  

(10)

Q.4. Discuss the various steps of a “check-out” procedure.  

OR

What are the various methods of a guest account settlement?  

(10)

Q.5. Explain the various types of possible frauds in hotel operations.  

(10)


(10)
Q.7. Explain the step-by-step procedure of guest check-out through credit card.

   OR

Differentiate between:
(a) Travelers’ cheque and ordinary cheque  
(b) Express check-out and self-check-out  
(c) Discount and allowance

(4+4+2=10)

Q.8. (a) What are the do’s and don’ts in case of fire?  
(b) How will you handle food poisoning of a guest?

(5+5=10)

Q.9. What steps can a hotel take to protect the hotels and the guest belongings from getting stolen?

(10)

Q.10. Give the French for:
(a) Good Morning  
(b) Yes Sir  
(c) Welcome  
(d) Friday  
(e) See you tomorrow  
(f) Have a nice day  
(g) Your baggage please  
(h) May I help you Madam?  
(i) Good Evening  
(j) How are you?

(10x1=10)

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